

## AZNET SLAs and Operations Scorecard - February 2008

Service Level Agreement	Target		SLA	SLA by Zone				Ticket Metrics		
				A	B	C	D	Ticket Count	Ticket Time	Average
CRITICAL SERVICE LEVEL										
Severity Level I (MTTR)	see 1.1		0.00	0.00	0.00	0.00	0.00	0	0.00	N/A
Severity Level II (MTTR)	see 1.2		-55.41	-27.67	-17.72	-6.95	-3.07	11	21.59	1.96
Tier I Availability*	99.999%		99.997%					1	1.81	1.81
Tier II Availability*	99.99%		99.999%					5	6.10	1.22
Tier III Availability*	99.9%		99.998%					4	10.82	2.70
Tier IV Availability*	98%		99.999%					1	2.86	2.86
Site Chronic Problem	see 1.3		0							
PMO Escalation	see 1.4		0%					Ticket Count	# Missed	Average
STANDARD SERVICE LEVEL										
Severity Level 3 Tickets Responded to on Time*	100%			100%	98%	100%	96%	356	4	9.03
Trouble Tickets Not Reopened	98%		98%							
Service Requests Not Ticket Reopened	98%		99%							
On-Time Completion of Services*	95%		89%							
On-Time Completion of Projects*	95%		TBD							
Time to Dispatch*	98%		53%							
SYSTEM SERVICE LEVEL										
	Dec	Jan	Feb							
Severity Level I	0.00	-2.91	0.00							
Severity Level II	-31.11	-41.24	-55.41							
Tier I Availability*	100.000%	99.986%	99.997%							
On-Time Completion of Service*	TBD	TBD	TBD							
On-Time Completion of Projects*	TBD	TBD	TBD							

Operations									
All Trouble Tickets by Type		Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes	
Legacy Voice		390	69%						
IPT		22	4%						
Data		91	16%						
Call Center		18	3%						
Security		45	8%						
Total		566	100%						
Volumes	Count	Notes	MAC Resolved				Count	%	
Activities Created	2149		Voice Hard MAC				606	44%	
Activities Resolved	2152		Call Center Hard MAC				7	1%	
% Resolved	100%		Hard MAC Subtotal				613	44%	
Requests for Information	Count	Avg. Time	Voice Soft MAC				503	36%	
Requests	196		Call Center Soft MAC				0	0%	
Total	196		PON Change (BILL)				6	0%	
Current Support		Count	Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA, SPRR)				21	2%	
Seats Supported		40,269	Non Billable (911A,911D,NSOF,PRMN,NHRD)				39	3%	
Routers Supported		691	Soft MAC Subtotal				569	41%	
Monthly State-wide Hard MAC Allocation		671.15	T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)				34	2%	
Monthly State-wide Soft MAC Allocation		3355.75	T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)				18	1%	
AZNET Support Desk ACD Stats		Count	%	T&M Data (LBD1,LBD2,LBD3,LBDQ)				27	2%
Offered		526		T&M Security (LBS1,LBS2,LBS3,LBSQ)				13	1%
Answered		480	91%	Equipment only (EQON)				27	2%
Terminated (voicemail)		22	4%	LVL1				89	6%
Abandon (hang-up)		20	4%	Misc. MAC Subtotal				208	15%
Avg. Time to Answer		14 sec.		Total				1390	100%

### Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.